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Application No. 10/002,743
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01702/LH

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**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

No.: EV443227039 US

Date of Deposit: September 23, 2004

Applicant(s): Toshio UENO

Serial No. : 10/002,743

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

Examiner : Romain Jeanty

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

N. Sahadeo

Nalini P. Sahadeo

INFORMATION DISCLOSURE STATEMENT

MS AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by any form PTO-2038 which may be attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper to Account No. 06-1378.

S I R :

Submitted herewith is a form PTO/SB/08A and copies of the publications listed thereon.

US Application Publication No. 2001/0051952, USP 6,513,052 and USP 6,678,764 were all cited by the Examiner in related application Serial No. 10/002,771. US Application Publication No. 2002/0156692 was cited by the Examiner in related application Serial No. 10/002,772.

It is respectfully requested that the Examiner return an initialed copy of the attached form PTO/SB/08A to confirm that the publications listed thereon have all been considered and made of record.

This IDS is being submitted before the issuance of a first Office Action. Therefore, it is respectfully submitted that no

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fees are required. Nonetheless, authorization is hereby given to charge any necessary fees against Account No. 06-1378.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'DH', is written over the typed name.

Douglas Holtz
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Dated: September 23, 2004

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PTO/SB/08A (08-00)

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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Application Number		10/002,743	
	Filing Date		November 2, 2001	
	First Named Inventor		Toshio UENO	
	Group Art Unit		3623	
	Examiner Name		Romain Jeanty	
Patent 1 of 1 SEP 23 2004 U.S. PATENT AND TRADEMARK OFFICE	Attorney Docket Number		01702/LH	

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
		6,513,052	B1	BINDER, Erin	01-28-2003	
		6,678,764	B2	PARVULESCU et al	01-13-2004	
		2002/0156692	A1	SQUEGLIA et al	10-24-2002	

FOREIGN PATENT DOCUMENTS

Exam Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

Examiner Signature	Date Considered
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* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: September 23, 2004